



Features for Mitigating Zoom-bombing

April 2020

Take what you need

- ▶ Information to review with your group and have a group conscious where appropriate
- ▶ Not meant to be exhaustive list; we're all learning
- ▶ Something not covered? Lots of great online resources including AA group / intergroup websites, Zoom's website, YouTube, and more

What is “Zoom-bombing?”

- ▶ Term used to describe participant(s) who join a meeting to:
 - ▶ Saying something inappropriate
 - ▶ Doing something inappropriate on video
 - ▶ Be generally disruptive to the meeting

Actions you can take before the meeting

- ▶ Turn off **File Transfer**
- ▶ Turn on **Co-host**
- ▶ Turn off **Join Before Host**
- ▶ Turn on **Waiting Room**

Turn off File Transfer

Turn on Co-host

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Play sound when participants join or leave
Play sound when participants join or leave

SCHEDULE A MEETING

JOIN A MEETING

HOST A MEETING ▾



Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

File transfer

Hosts and participants can send files through the in-meeting chat.



Feedback to Zoom

Add a Feedback tab to the Windows Settings or Mac Preferences dialog, and also enable users to provide feedback to Zoom at the end of the meeting



Display end-of-meeting experience feedback survey

Display a thumbs up/down survey at the end of each meeting. If participants respond with thumbs down, they can provide additional information about what went wrong.

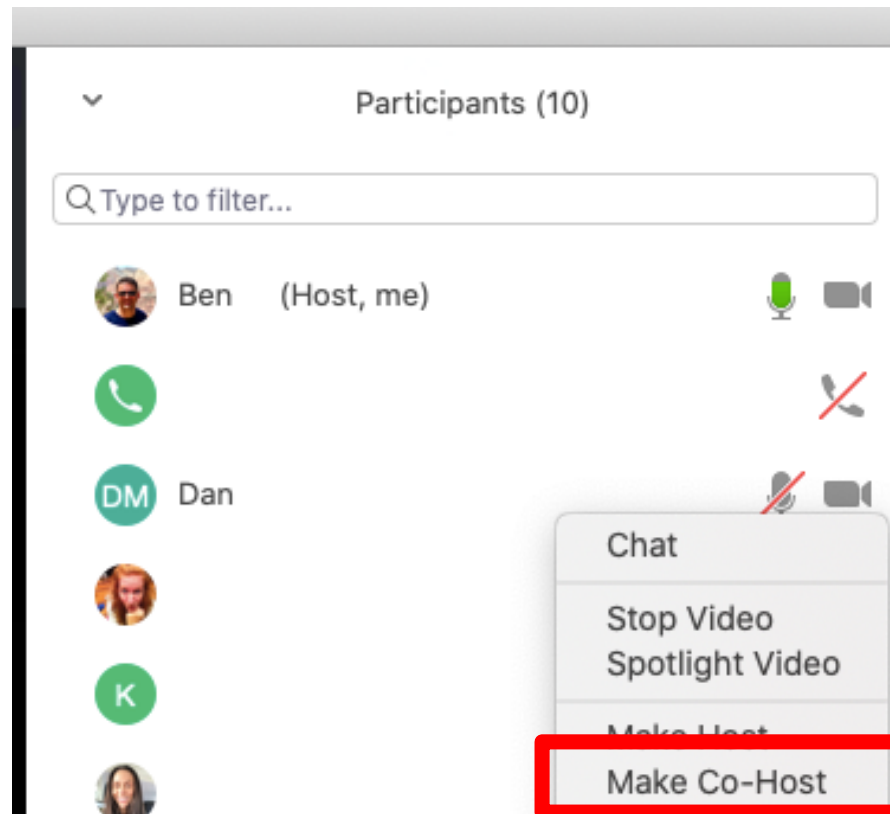


Co-host

Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.



Designating a co-host during the meeting



Turn off Join Before Host

Meetings

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Schedule Meeting

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING ▾

Recordings

Settings

Account Profile

Reports

Attend Live Training

Video Tutorials

Knowledge Base

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Host video

Start meetings with host video on

Participants video

Start meetings with participant video on. Participants can change this during the meeting.

Audio Type

Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.

Telephone and Computer Audio

Telephone

Computer Audio

Join before host

Allow participants to join the meeting before the host arrives

Modified [Reset](#)

Turn on Waiting Room Level 1: the host settings

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Let's the host see an indicator in the participant panel if a meeting/webinar attendee does not have Zoom in focus, screen sharing.

SCHEDULE A MEETING JOIN A MEETING HOST A MEETING ▾

Schedule Meeting

In Meeting (Basic)

In Meeting (Advanced)

Email Notification

Other

Waiting room Modified [Reset](#)

Attendees cannot join a meeting until a host admits them individually from the waiting room. If Waiting room is enabled, the option for attendees to join the meeting before the host arrives is automatically disabled. [?](#)

Choose which participants to place in the waiting room:

All participants

Guest participants only [?](#)

Customize the title, logo, and description [✎](#)

Customize the Waiting Room greeting

Note: this is also a host setting

Customize the waiting room UI

Meeting ID : 888-888-888

Please wait for the Tuesday Night Men's Meeting host.

53 / 64

LOGO + [Your Meeting Topic]

Participant who do not SHOW VIDEO upon entry or request may be removed without notice.

Thanks for your assistance in helping us have a great meeting!

398 / 400

Logo should be in GIF/JPG/PNG format. The file size cannot exceed 1MB
Logo minimum width or height is 60px and cannot exceed 400px


Close



Turn on Waiting Room

Level 2: the meeting settings

Meeting Options

- Enable join before host
- Mute participants upon entry 
- Enable waiting room
- Only authenticated users can join
- Record the meeting automatically in the cloud

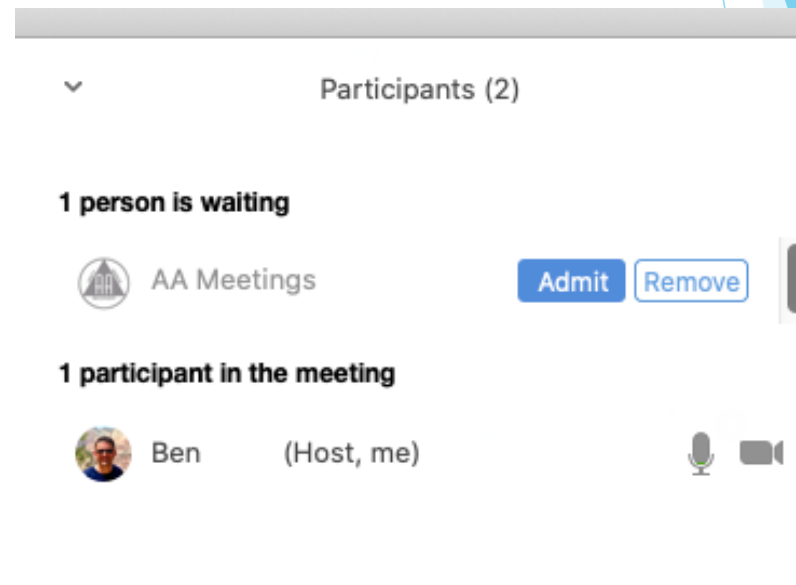
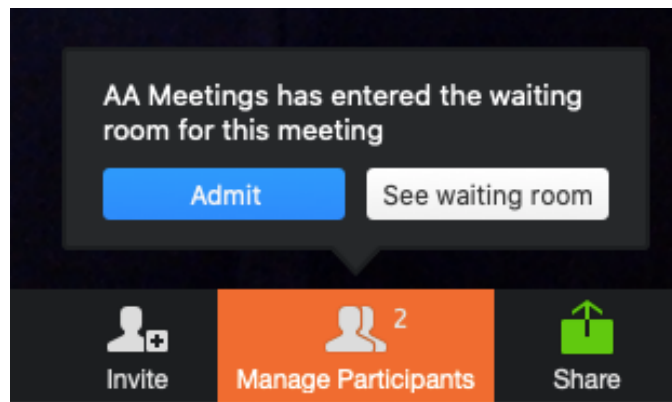
Alternative Hosts

Example: mary@company.com, peter@school.edu

Save

Cancel

Host (and co-host) view of waiting room

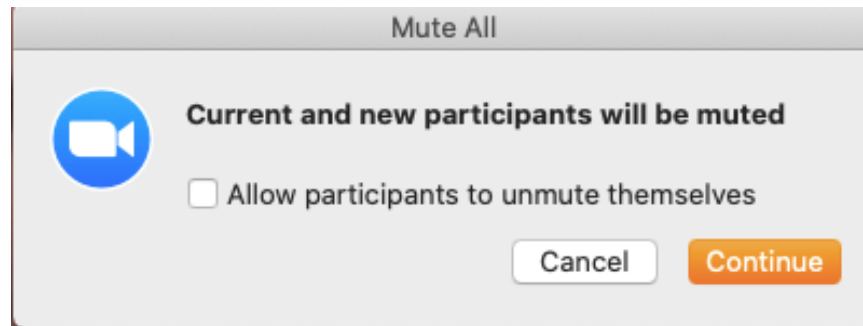


If your meeting gets “Zoom-bombed”

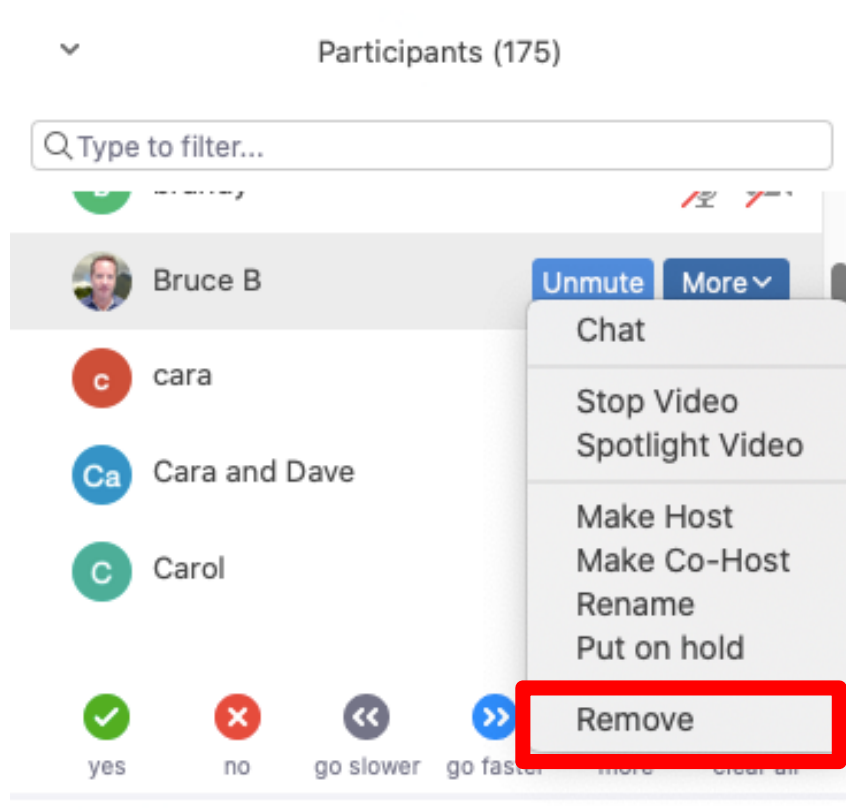
- ▶ Immediately Mute All
 - ▶ Important: Uncheck “allow participants to unmute themselves”
- ▶ Change chat to “host only”
 - ▶ This prevents whoever is interrupting from communicating with participants; they can only chat with you
- ▶ Announce *“I’ve stopped the meeting. Please stand by.”*
- ▶ Begin removing participants who are...
 - ▶ Doing something inappropriate on video
 - ▶ Have changed their name to something offensive
 - ▶ Are sending you inflammatory private chat messages
- ▶ Unmute the speaker and allow him / her to continue
- ▶ Use “Raise Hand” for balance of meeting

Immediately Mute All

- ▶ Important: Uncheck “allow participants to unmute themselves”

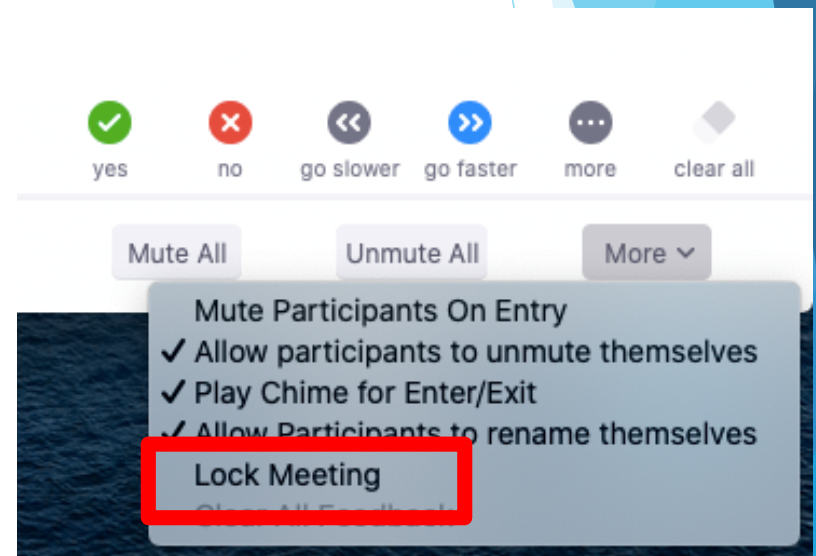


Remove a participant from the meeting



One additional security feature: lock the meeting

- ▶ After you've "cleared the meeting" of disrupters you can lock the meeting to prevent anyone from entering for rest of the meeting
- ▶ It also prevents a disruptive participant from re-entering using a different device



One more option...

- ▶ Delete your existing meeting and meeting ID
- ▶ Schedule a new meeting (with new meeting ID)
- ▶ Distribute new meeting ID to known group members.
- ▶ Ask the San Mateo County Intergroup OR Santa Clara County Fellowship to remove your meeting's online meeting listing. Do not re-list the meeting.